



Department of General Services
Procurement Division
707 3rd Street, 2nd Floor
West Sacramento, CA 95605

STATE OF CALIFORNIA MASTER SERVICES AGREEMENT

CONTRACT NO:	5-03-70-26 THROUGH 5-03-70-52
SERVICE:	DOCUMENT CONVERSION SERVICES
CONTRACTOR:	VARIOUS
EFFECTIVE:	JULY 25, 2003 THROUGH JULY 24, 2006
DISTRIBUTION:	ALL CONTRACTING OFFICES & RECORDS MANAGEMENT COORDINATORS

PROCUREMENT DIVISION CONTRACT ADMINISTRATOR FOR THIS CONTRACT:

TOM ABEYTA

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MASTER SERVICES AGREEMENT

FOR

DOCUMENT CONVERSION SERVICES

PAPER TO ELECTRONIC
PAPER TO MICROFORM
MICROFORM TO ELECTRONIC

**ORDERING PROCEDURES
& USER GUIDE**

July 25, 2003

TABLE OF CONTENTS

INTRODUCTION

A. Purpose	3
B. Benefits.....	3
C. Order Placement	3
D. Order Initiation	3
E. Contractor Contacts	3-5
F. State of California Contacts	5

CONTRACT GUIDELINES

A. New Orders	6
B. Distribution.....	6
C. Termination.....	6
D. Amendments.....	6
E. Performance Bonds	6
F. DVBE.....	6
G. State Policy for State Agencies.....	6
H. Procurement Guidelines	7
I. Invoices.....	7
J. Work Authorizations	7
K. CATEGORIES OF SERVICES	8
L. CALIFORNIA MAP	9

CONTRACT RATES

Published Price Lists & Discounts	10
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FORMS

A. STD. 65 Contract/Delegation Purchase Order Instructions	11-12
B. STD 65 Example	13
C. Exhibit A – Task Schedule/Work Order Example.....	14
D. State Agency MSA Contract Performance Report.....	15

INTRODUCTION

A. PURPOSE

This Master Services Agreement (MSA) is designed to provide document conversion services to convert paper documents to electronic format, paper documents to micrographic form and micrographic images to electronic format, on as much of a statewide basis as is geographically feasible, for State agencies and participating local agencies.

A local agency is any city, county, district or other governmental body empowered to spend public funds per California Public Contract Code Section 12110.

B. BENEFITS

1. Choice of several contractors depending on the State's business needs.
2. Multiple contractors that provide coverage over large areas of State.
3. Fixed services rates over the three (3) year contract period. Any potential annual escalation after the initial three years will be announced in advance through supplement to this MSA.
4. This MSA is deemed a competitively bid procurement, in accordance with MM 03-10, that establishes fair and reasonable prices, therefore, it is unnecessary for each State Department or Agency to conduct additional competitive procurements, unless the agency feels this agreement does not meet its needs.
5. Ability to purchase a supplier's full range of services as the need arises.

C. ORDER PLACEMENT

You may place an order at any time during the effective periods of the contracts. All contracts are currently effective from **July 25, 2003** through **July 24, 2006**. The State, at its option, may extend this contract on a year-to-year basis up to two (2) additional years. Prices may vary during the two years extended period.

D. ORDER INITIATION

Coordinate with the appropriate units within your agency (e.g., Procurement, Business Services, Contracts, etc.). The DGS administrative fee is currently set at **1.93%** of the contracted amount. The DGS will bill the state agencies directly for the administrative fee.

E. CONTRACTOR CONTACTS

Please refer to the service matrix on page 9 for the specific document services categories provided by each contractor and to the California State Map on page 10 for the specific regions covered by each contractor.

Contractors are as follows:

**5-03-70-53 – New VIN #774259
(5-03-70-26 – Previous)**

ACS, INC.
7030 Fly Road, PO Box 4889
Syracuse, NY 13221
(800) 800-0323

**5-03-70-54 – New VIN #735428
(5-03-70-27 – Previous)**

ADCS, INC.
13970 Stowe Drive
Poway, CA 92064
858-848-2000

**5-03-70-55 – New VIN #32163
(5-03-70-28 – Previous)**

ANACOMP, INC.
14819 Ashby Oak Court
Haymarket, VA 20169
703-753-2729

5-03-70-29 VIN #624557

BMI IMAGING SYSTEMS
749 W. Stadium Lane
Sacramento, CA 95834
916-924-6666 X402

5-03-70-30 VIN #774260
CONTINENTAL DATAGRAPHICS
222 N. Sepulveda Blvd., Suite 300
El Segundo, CA 90245
310-662-2332

5-03-70-31 VIN #774270

CONVERT.DOC
425 Kunzler Ranch
Ukiah, CA 95485
800-805-3639

5-03-70-32 VIN #740197
DIGITAL ARCHIVE TECHNOLOGY
27520 Hawthorne Blvd.
Palos Verdes Penn., CA 90274
310-265-9965

5-03-70-33 VIN #1113544
D-M INFORMATION SYSTEMS
2744 Del Rio Place
Davis, CA 95616
530-750-7100

5-03-70-34 VIN #193517
DOCUMENT CONTROL SOLUTIONS
616 South State College Blvd.
Fullerton, CA 92831
714-738-6131

5-03-70-35 VIN #758250
IKON OFFICE SOLUTIONS
3062 Prospect Park
Sacramento, CA 95670
916-638-3333

5-03-70-36 VIN #344467
INFORMATIX, INC.
649 Mission Street, Suite 400
San Francisco, CA 94105
415-365-1515

5-03-70-37 VIN#774280
INTEGRATED SCANNING OF AMERICA
2363 Teller Road, Suite 102
Newbury Park, CA 91320
805-375-0422

5-03-70-38 VIN #725378
MHA ASSOCIATES
610 Eubanks Court, Suite A-4
Vacaville, CA 95688
707-451-6070

5-03-70-39 VIN #1116776
MICROMEDIA, INC.
4677 Old Ironsides Drive, #370
Santa Clara, CA 95054
408-919-9100

5-03-70-40 VIN #694952
NETRESULT LLC
10051 Trask Avenue
Garden Grove, CA 92843
714-638-9400

5-03-70-41 VIN #202464
OMNI MICROGRAPHICS INC.
2081 Rene Avenue
Sacramento, CA 95838
916-920-8106

5-03-70-42 VIN #774290
PAPERLESS IMAGING SERVICES
9580 Oak Avenue Parkway, Suite 7-150
Folsom, CA 95630
916-990-0580

5-03-70-43 VIN #673559
PC, INC.
400 Capitol Mall, Suite 900
Sacramento, CA 95814
916-444-2278

5-03-70-44 VIN #695762
PEELLE TECHNOLOGIES
197 East Hamilton Avenue
Campbell, CA 95008
(408) 370-6266

5-03-70-45 VIN #701505
PERFECT IMAGE, INC.
13615 N.E. 126th Place #450
Kirkland, WA 98034
425-576-0989

5-03-70-46 VIN #103694
RCI IMAGE SYSTEMS
1210 West Jon Street
Torrance, CA 90502
310-965-0371

5-03-70-47 VIN #34295
SOFT FILE
1600 Tribute Road
Sacramento, CA 95815
916-927-4211

5-03-70-48 VIN #774309
SOURCECORP
1045 Northoak Drive
Walnut Creek, CA 94598
925-933-8077

5-03-70-49 VIN #774319
SVI AMERICA
831 San Remo
Irvine, CA 92606
949-387-8642

5-03-70-50 VIN #727098
SYTECH SOLUTIONS, INC.
9766 Waterman Road, Suite H
Elk Grove, CA 95624
916-686-6686

5-03-70-51 VIN #774329
WAVE IMAGING CORPORATION
1820 E. First Street, #104
Santa Ana, CA 92705
714-836-3290

5-03-70-52 VIN #637760
WESTERN INTEGRATED SYSTEMS
P.O. Box 26830
San Francisco, CA 94126
415-989-1777

F. STATE OF CALIFORNIA CONTACTS

Regarding ordering and services:

Melodie Cato
DGS, Procurement Division
California Records and Information
Management (CalRIM) Program
707 3rd Street, 2nd Floor
West Sacramento, CA 95605
Phone: (916) 375-4398

Contract Administrator:

Tom Abeyta
DGS, Procurement Division
Technology Acquisition Section
707 3rd Street, 2nd Floor
West Sacramento, CA 95605
Phone: (916) 375-4475
Email: tom.abeyta@dgs.ca.gov

CONTRACT GUIDELINES

A. NEW ORDERS

Orders can be placed by completing a STD. 65, Contract/Delegation Purchase Order. Detailed instructions on completing the purchase order are on pages 12 through 14.

Once you have obtained any necessary departmental and agency approvals, COMPLETE THE STD. 65, CONTRACT/DELEGATION PURCHASE ORDER AND, IF APPLICABLE, COMPLETE THE WORK ORDER and mail it directly to the contractor.

Note: It is advisable to compare the rates and get an estimate for the required work prior to issuing an order. In addition, this MSA User Guide may be revised to require ordering agencies to get three (3) quotes and include a Request for Offer (RFO) process.

Local Agencies may, in lieu of the State's purchase order forms, use their own purchase order document as long as it includes the same information as that required on the STD. 65, including the Agency Billing Code described below.

DISTRIBUTION One copy of the STD 65 must be sent to:

DGS/Procurement Division
Technology Acquisition Section
707 3rd Street, 2nd Floor
West Sacramento, CA 95605

B. TERMINATION

Any State or local agency may unilaterally terminate any order issued against this agreement upon 30 days notice to the contractor. The contractor shall be compensated at contract rates for work completed and accepted prior to a stop work order or termination notice commencement date. This does not affect the standard termination clause of the Master Services Agreement concerning failure to perform or upon mutual consent.

C. AMENDMENTS

An amendment to the contract and statement of work is required if cost increases. Agencies may amend a contract by completing a "non-competitive bid (NCB)" justification – please refer to Management Memo 03-10 on the Procurement Division website for more information.

D. AGENCY REPORTING REQUIREMENTS

If a contractor is either performing in an outstanding manner or if performance problems are encountered, agencies are encouraged to complete a State Agency MSA Contract Performance Report. You will find this report on page 16. Please send this report to the Contract Administrator listed under F – State of California Contacts.

E. PERFORMANCE BONDS

Some Agencies may require the contractor to secure a performance bond. If so, the contractor, at no cost to the State, shall furnish to the agency, prior to commencement of work, a Faithful Performance Bond in the amount of fifty percent (50%) of the Total Cost shown on the Master Services Agreement Order. The bond shall be on a form from an admitted surety insurer and must guarantee the contractor's compliance with the terms of the purchase order.

F. DVBE

The Disabled Veteran Business Enterprise (DVBE) participation goals were not included as a bid requirement for this MSA. For each individual project, as the agency business needs are being developed, ordering agencies should decide whether to require MSA contractors to meet DVBE participation goals or to not include such a requirement in the contract for the individual project.

G. STATE POLICY FOR STATE AGENCIES

THE USE OF MASTER SERVICE AGREEMENTS IS OPTIONAL.

H. **PROCUREMENT GUIDELINES**

A State or participating local agency may select any contractor(s) listed herein for the required category(ies) of service.

For orders under \$500,000, the ordering agency is NOT required to get three (3) quotes. Ordering agencies must follow all applicable state mandated guidelines, e.g., State Administrative Manual, Management Memos, Agency Directives, California Acquisition Manual and California Codes. All state agencies must comply with all the applicable instructions and attachments of Management Memo 03-10 when ordering through the MSA. This includes the requirement that the state agencies must submit a Notice of Contract Award to the DGS within five days of the award for orders over \$250,000. Approval by the Agency Secretary and Department Director or immediate next ranking official is also required for orders over \$250,000.

For orders over \$500,000 under this MSA, the ordering agency is required to obtain quotes from all qualified suppliers within their region and must notify the DGS (DGS Document Services MSA Contract Manager) prior to issuance of the purchase order.

1. MSA Exemption Process to the \$500,000 threshold: For orders over \$500,000, the agency must provide a memo to the DGS prior to the issuance of the purchase order. The DGS will review this information to validate that the agency obtained best value for the State. **The agency documentation should include the following information:**
 - a. Identify the need for the goods and/or services and the dollar value of the impending purchase order.
 - b. Explain how the department has determined that issuance of a purchase order to this particular contractor makes good business sense and how best value for the department has been achieved. Include how effective competition to the fullest extent possible will be assured.

The DGS will review the submitted documentation, and upon agreement with the content, the DGS will issue a letter concurring with the department's recommendation, thereby allowing issuance, by the department, of the purchase order.

I. **INVOICES**

Invoices shall be submitted to the "Mail & Bill To:" address listed on the applicable MSA order, Contract/Delegation Purchase Order, STD 65.

J. **WORK AUTHORIZATIONS**

Exhibit A provides an example of a Work Order Statement, when a schedule of tasks calls for it, that might be completed by an agency and included with each MSA order, CONTRACT/DELEGATION PURCHASE ORDER, STD 65.

**Suppliers received awards in the following
CATEGORIES OF SERVICE
in the following regions**

CATEGORIES I, IV & VII

Paper Conversion to Microform in volumes up to one million, one million to ten million and over ten million, respectively

CATEGORIES II, V & VIII

Paper Conversion to Electronic format in volumes up to one million, million to ten million, and over ten million respectively

CATEGORIES III, VI & IX

Microform conversion to electronic format in volumes up to one million and one million to ten million, respectively

Bidder Name

Categories Awarded

ACS, Inc.
ADCS Inc.

I, II, III, V, VIII, IX
II (Region 3)
III (Region 3)
V (All Regions)

Anacomp
BMI Imaging Systems
Continental Datagraphics
Convert.doc
Digital Archive Technology
D-M Information Systems
Document Control Solutions
Ikon Office Solutions
Informatix, Inc.
Integrated Scanning of America
MHA Associates
Micromedia Inc.
Netresult LLC
Omni Micrographics
Paperless Imaging Services
PC Inc.
Peelle Technologies
Perfect Image, Inc.
RCI Image Systems

I, II, III
I, II, III, IV, V, VI, VII, VIII, IX
III (Region 3 only)
VIII
II, III, V
II, V
II, V, VIII
II, V (Region 1 & 2)

II, V

II, III, V, VI
II, V
II, III (Regions 1 & 2)
II, V
I, III, IV
II
II, III, V, VI, VIII, IX
II, III, V, VIII
II, III, V, VI
I, II, III, V, VII, VIII
(Region 3 only)
I, II, III, V, VIII
V
II, V
II, III, V, VI,
V, VI, VIII, IX
II, V

Soft File
Sourcecorp.
SVI America
Sytech Solutions
Wave Imaging Corporation
Western Integrated Systems

CALIFORNIA MAP



PUBLISHED PRICE LISTS

The following discounts shall apply to each contractor's respective price list enclosed.

SUPPLIER	CATEGORY	REGION	DISCOUNT
ACS STATE AND LOCAL SOLUTIONS, INC.	I, II, III, V, VIII, IX	ALL	0%
ADCS, INC.	II, III	3	-10%
	V	ALL	-10%
ANACOMP	I, III	ALL	-35%
	II	ALL	-45%
BMI IMAGING SYSTEMS	I, II, III, IV, V, VI, VII, VIII, IX	ALL	-20%
CONTINENTAL DATAGRAPHICS	III	3	-3%
CONVERT.DOC	VIII	ALL	-40%
DIGITAL ARCHIVE TECHNOLOGY	II, III	ALL	-25%
	V	ALL	-30%
D-M INFORMATION SYSTEMS	II, V	ALL	0%
DOCUMENT CONTROL SOLUTIONS	II	ALL	-30%
	V	ALL	-35%
	VIII	ALL	-40%
IKON OFFICE SOLUTIONS	II, V	1, 2	-5%
INFORMATIX, INC.	II	ALL	-15%
	V	ALL	-25%
INTEGRATED SCANNING OF AMERICA	II, III	ALL	-10%
	V, VI	ALL	-15%
MHA ASSOCIATES	II, V	ALL	-20%
MICROMEDIA, INC.	II, III	1, 2	-5%
NETRESULT LLC	II, V	ALL	0%
OMNI MICROGRAPHICS	I, II, IV	ALL	0%
PAPERLESS IMAGING SERVICES	II	1	-21%
	II	2	-20%
	II	3	-15%
PC INC.	II, III, V, VI	ALL	-10%
	VIII, IX	ALL	-20%
PEELLE TECHNOLOGIES	II, III, V, VIII	ALL	+5%
PERFECT IMAGE, INC.	II, III, V, VI	ALL	-15%
RCI IMAGE SYSTEMS	I, II, III	3	-10%
	V	3	-15%
	VII, VIII	3	-20%
SOFT FILE	I, II, III, V, VIII	ALL	-30%
SOURCECORP	V	ALL	-10%
SVI AMERICA	II, V	ALL	-5%
SYTECH SOLUTIONS	II, III, V, VI	ALL	-20%
WAVE IMAGING CORPORATION	V, VI	ALL	-20%
	VIII, IX	ALL	-30%
WESTERN INTEGRATED SYSTEMS	II, V	ALL	-30%

FORMS

A. The STD. 65, CONTRACT/DELEGATION PURCHASE ORDER

(The latest Std 65 form can be obtained on web site:

<http://www.documents.dgs.ca.gov/osp/pdf/std065.pdf>)

1. Agency Bill Code

THIS FIELD IS MANDATORY. Place the Agency Bill Code as assigned by the Department of General Service in this field. There is to be only one bill code per order. Local agencies without a billing code may obtain a billing code by calling (916) 375-4447. Once assigned a billing code it can be used on all future orders.

2. CONTRACT/DELEGATION NUMBER

Enter the appropriate MSA number for the supplier with whom you are placing your order in this field. These numbers are located with the supplier's addresses in this Master Services Agreement in Section I-E.

3. PAGE NUMBER AND TOTAL NUMBER

Enter the page number and total number of pages for each order. This should be shown with two digits: (i.e. 01 of 02).

4. SHIP TO

Enter the Ship To address, or the address where documents will be picked up and delivered. Enter the name and telephone number of the person who will be responsible for accepting the work.

5. BILL TO

Enter the address where invoices will be sent. Enter the name **and** telephone number of the section that will be handling the invoice payment in your agency.

6. AGENCY ORDER NUMBER

Enter **your** agency's assigned purchase order number.

7. TERMS

Enter the terms for payment as **NET 45**.

8. DATE

Enter the date the purchase order will be mailed. The month, day and year should be indicated with two digits; (i.e. July 1, 2003 as 07/01/03).

9. TO FIRM ADDRESS

Enter the contractor's name and address as shown above in Section I-E.

10. VENDOR NUMBER

Enter the Contractor's vendor number. Refer to the section with the Contractor's name and address Section I-E above for the VIN #.

11. DURATION, UNIT,

For services you may wish to enter ongoing for duration and **LT** (one lot) for unit, otherwise the type service and pricing needs to be specified for each type service. Please see the sample STD 65.

12. **VOLUME & DESCRIPTION OF WORK**

For services please use the appropriate descriptions from the desired supplier's price list in Rider B. Be as exact to the supplier's descriptions as possible to describe the desired services and discounted prices. For example, for a simple conversion a supplier may be asked to provide the following:

Approximately 10 boxes per week, 480 boxes annually. Microfilming of both letter and

legal sized documents processed and loaded in ANSI cartridge with single diazo duplicate. Document preparation is required.

Often suppliers will ask that a **document conversion plan** be developed and incorporated in the purchase order as an attachment that explains the work to be accomplished in some detail. The ordering agency will need to state the expected work in clear language that reflects accurately the pricing and expected tasks associated with each step of the plan. Plans may include complete detailed descriptions of the files and document preparation criteria, current filing system and retention schedules, expected image and indexing characteristics; as well as, the schedule for conversions, tasks, pick up and delivery requirements and any special handling and security requirements. The STD 65 will refer to this document under the description section.

Remember a statement regarding a *not to exceed* total figure for a specified time period is often required when the total is an estimate. Orders that are written for a specific time period, as opposed to a definite amount of work, may not continue beyond the expiration of the MSA.

13. **UNIT PRICE**

Insert the **DISCOUNTED** unit price for each type service provided. Services may be described as a *not to exceed* total, again, calculated using discounted prices. Prices may be totaled and then the total discounted; however if the unit of one (1) LT (lot) is used remember to take the discount into consideration when calculating the total price.

14. **EXTENSION**

Services may be described as one (1) lot (LT) and the *not to exceed* total inserted in the extension column..

15. **TOTAL**

Add the total of each type service from the extension column for this order, if there is more than one figure, and place the amount in this field. In the case of an amendment, enter the accumulated cost of the original order and the amendment amount to arrive at the total cost.

16. **SIGNATURE**

An original signature of the person with the proper signature authority within your department or agency to sign this order must appear on the purchase order.

STATE OF CALIFORNIA CONTRACT/DELEGATION PURCHASE ORDER STD 65 (REV. 3-91)				AGENCY BILLING CODE 10100		CONTRACT/DELEGATION NO. 5 - 98 - 70 - 12 -		PAGE OF PAGE 01 OF 01	
S H DEPT OF FISH & GAME I 2100 CARNATION PLACE P SACRAMANTO CA 95814 - T Attn: A. GEORGE O ➤			B I DEPT OF FISH & GAME L 570 5TH STREET, SUITE 200 L CONCORD, CA 94520 - T ATTN: JOHN CATS O ➤			DATE (MONTH, DAY, YEAR) 09 / 01 / 97 AGENCY ORDER NUMBER PC 100000 VENDOR: THIS NUMBER <i>MUST</i> BE SHOWN ON INVOICE			
TO FIRM ABC COMPANY ADDRESS 1234 ANYWHERE STREET ANYPLACE, CA 95999 - (Type or Print Legibly) ATTN: JOHN DOE 555-9798						COMPLETE ONLY WHEN TO BE USED AS VENDOR'S INVOICE			
						VENDOR'S INVOICE NUMBER I hereby certify that this is a true and just bill and payment has not been received.			
						VENDOR'S SIGNATURE ➤			
VENDOR NUMBER 99999 S/B NO ETH						TITLE (OWNER, MGR., CLERK, ETC.)			
NOTICE TO MERCHANT		1. Show the Agency order number and Contract Delegation number on your invoice. 2. Show cash discounts offered on your invoice. 3. Submit invoice in triplicate. If not on printed bill head, vendor please sign invoice.		4. Vendor's Federal Employer Identification Number is required. 5. Submit original receipted expense bills if your invoice includes prepaid transportation charges. 6. All shipments shall be F. O.B. destination unless otherwise stated on this order.		VENDOR'S TAXPAYER I.D. NUMBER (FEIN)			
DATE WANTED / /		SHIP VIA						TERMS NET	
PROJECT INFORMATION		START DATE	DURATION	VOLUME & DESCRIPTION OF WORK			UNIT COST	EXTENSION	
Microfilming, rotary 8 1/2 x 11 docs 8 1/2 x 14 docs Processing duplicate (diaz) 1 each Preparation Load in ANSI cartridge SAMPLE		3/1/97 " "	Ongoing " " SAMPLE	Approximately 10 boxes per week, 480 boxes annually Microfilming of both letter and legal sized documents processed and loaded in ANSI cartridge with single diazo duplicate. Preparation is required. SAMPLE			.015/frame .022/frame 2.1/ Roll 6.50/ duplicate 8.50/HR 2.00/cartridge SAMPLE		
FOB							SALES TAX	.	
CHARGE AGAINST	PROGRAM CATEGORY (CODE AND TITLE)		FUND TITLE SRF		(OPTIONAL USE)			TOTAL	.
	ITEM 1760-001-666		CHAPTER 162	STATUTE	FISCAL YEAR 97 / 98	OBJECT OF EXPENDITURE (CODE AND TITLE) 12		O.E EQ.	
CERTIFICATION AND APPROVAL OF EXECUTIVE OFFICER					UNENCUMBERED REMAINDER AFTER POSTING THIS ORDER TO ALLOTMENT EXPENDITURE LEDGER			.	
I HEREBY CERTIFY, On my won personal knowledge that this order for the purchase of the items specified above is issued in accordance with the procedure prescribed by law governing the purchase of such items for the State of California; that all such legal requirements have been fully complied with.					ADJUSTMENT INCREASING ENCUMBRANCES			.	
TITE					ADJUSTMENT DECREASING ENCUMBRANCES			.	
SIGNATURE ➤					CERTIFIED CORRECT (SIGNATURE) ➤				

EXHIBIT A - TASK SCHEDULE/WORK ORDER

/// EXAMPLE ///

Task Schedule No. 1 Title: Application Conversion

A. Task Description

The purpose of this task is to convert approximately 650,000 paper documents to be supplied by the State to the contractor XYZ for conversion to electronic image format (TIFF).

B. Contractor Tasks and Responsibilities

C. Deliverables

Contractor will deliver for each program listed under B, above, source code and brief program descriptions

D. Completion Criteria

E. State Responsibilities

1. Appoint a State contact by start of conversion to serve a liaison with Contractor and to provide consultation as necessary for the completion of this task. This contact will also coordinate the approval of the completion of this task.
2. Provide ... to Contractor for tasks listed under B, above, by start date.
3. Provide known test data and required program interfaces to be used in testing the applications listed under B, above.
4. Provide ... between 8:00 a.m. and 5:00 p.m. weekdays.

F. Scheduled Dates

Start: March 1, 2004 Completion: May 15, 2004

G. Fixed Price

\$_____

STATE AGENCY MSA CONTRACT PERFORMANCE REPORT

1. GENERAL INFORMATION

Date: _____

Agency Name: _____ Contractor Name: _____

Contact Person: _____ Order Number: _____

Phone Number: _____

2. OUTSTANDING PERFORMANCE

Have you hired this Contractor previously? Yes _____ No _____

Provide a brief explanation of the situation and what was done by the Contractor that made their work outstanding:

3. PROBLEM REPORTING

Has the problem been resolved? Yes _____ No _____

Provide a brief explanation of the situation that resulted in the problem:

Discuss what has been done by the Contractor and your Agency to resolve the problem:
